AWCBC All Committees Meeting
National Work Injury Statistics Program (NWISP) Committee
Executive Sponsor: Kurt Dieckmann
Chair: Pieter Lambooy, Tanya Vanier
Data Submission and Analytics Subcommittee (DSAC) Chair: Sarah Flesch
Coding Technical Committee (CTC) Chair: Diane Baker / Veronica Marshall

2022 MINUTES

DATE AND PLACE

The NWISP Committee met virtually via the annual AWCBC meeting on April 5th and 6th.

MEMBERS PRESENT

Ryan Merry (PE), Sylvie Blouin (QC), Pieter Lambooy (AB), Diane Baker (NB), Joseph Wong (BC), Jilal Jemal (AWCBC), Dave Terrio (NS), Cheryl Tucker (AWCBC), Lynn Bourgeois (SK), Sebastien LeTourneau, Jamie Eddison (NL) Sarah Flesch (AB), Samantha Green, Lisa Radicchi (NT), Carmen Beaudoin (AWCBC), Tanya Vanier (NB), Kurt Dieckmann (YT), JC Gouthro (NS), Kelvin Yang (AWCBC), Carmen Beaudoin (AWCBC), Ludny Franklin (QC – guest from Benefits committee)

OPENING REMARKS/INTRODUCTIONS

Kurt, Cheryl,Tanya and Pieter opened the meeting for our 2022 session

REVIEW AND APPROVAL OF 2021 MEETING MINUTES

Prior year minutes were reviewed by the full committee and approved.

REVIEW OF 2021/22 ACCOMPLISHMENTS

Tanya reviewed our progress as a committee through the past year. Considerable achievement occurred toward achieving the objectives in our 5 year plan including:
- NWISP at a glance & publish as you submit process was adopted and more than 300 views of our new format
- Hosted a Webinar to educate jurisdictions on NWISP in Fall 2021 and 123 attended
- Participating in the development of a new AOC
    - Procurement of an IT Consultant
    - Business Requirements Analysis

- Coding & calibration
  - Updated more than 20 codes
  - Covid
  - Psychological Injuries
  - Ongoing learning in CTC
  - Calibration exercise for 2022 is nearly complete and results will be sent to all members upon completion
- Covid Injuries Monthly Tracking

Subcommittee report outs
- Details of discussions at the subcommittees is captured in the minutes of each meeting below

Discussion on 5 year plan
- Review of our mandate and goals and the tasks we have achieved to meet those goals
- Review of our accomplishments including a 'glance and publish as you submit' process giving stakeholders early views on submitted data, hosting webinar in the Fall, updating codes, calibrating, etc.
- Discussion – the future of NWISP; An early discussion on the elements we could consider within our next five year planning process:
  o Can we explore how to capture information on hybrid work environments
  o Psychological barriers.   Secondary barriers and how do we capture secondary injury codes - some jurisdictions will be able to code for this but not all.   Some will add in the coding as they go through the life of a claim.
  o Homogeneity of coding practice - do we start to move toward consistent coding practices across country – this refers to capturing data at common points in a life of a claim. Some jurisdictions code at different parts of the claim so we all submit information that paints a slightly different picture.
  o National definition of 'long covid' which we don't have a definition of
  o Do we have the right platform to be able to pivot quickly if something significant that is unanticipated. Remote work for instance and new injury MOIs that help us understand it better including acceptability, etc.
  o Gig economy
  o How do we manage data on a broader level - are we still NWISP in the future or do we expand our scope for other kinds of data gathering and submission.
  o Are we structured right for the future? Data is the new gold so are we set up right for that?
  o Can we collect real time data on more items other than COVID?
- AOC
  o What do we like? Not like? Gaps? Functionality/AI/Analytics
  o AOC meets the requirements we have today - captures submissions well and reports well through the UI
  o Data check process is really good and relied on heavily - need that to continue
  o KSM it's difficult to see what's underneath the information so more transparency there may be helpful

- o Coding manual on AOC is so much better as it's live and fast so works very well
  - o Find an easier way to read very long descriptors that can be confusing
  - o Ryan from PEI - more intuitive, modern features like spellcheck
  - o Coding exercise is relatively smooth
  - o Que - all tools available in same place and platform agnostic
  - o Invalid code combination format - difficult table to review
  - o Error report a day later is frustrating
- NAICS/NOC discussion/Jilal - currently NAICs 2017 and NOC 2011
  - o Stats Can has updated their manual and is more inclusive of digital economy occupations. Should we update our standard with the most recent version of the stats can documents
  - o How can we support this?
  - o Jilal wll send an e mail to understand each jurisdictions plans - perhaps we can commit to updates once every 5 years
  - o We have an opportunity to make the coding manual public which we have not done as of yet. We would like to make the codes, code numbers, structure and descriptions available to the public. This is a similar approach to standards followed by the Government of Canada.
  - o We will put a disclaimer on the descriptors
  - o This will allow users to review our codes and information. The risk needs further assessment and Jilal will put together an issue paper for consideration of the NWISP committee through e mail. The group highlighted the following in the discussion:
    - The US offers this information to consumers and the question before us is whether there would be benefit in releasing our coding manual to the public so they have information about the codes we use and what they mean.
    - No concerns but some concern about understandability of the document so a suggestion to create a layperson version of the manual - this would represent a very large effort however so we could create an introductory video that describes our commitment to transparency and how the coding manual works.
    - Key risks include:
      - Misinterpretation of descriptions and perhaps misquoting in a public forum.
      - Could also create more call volume to AWCBC to answer questions.
      - Could create risk for a jurisdiction who has different policy on a specific issue and expose them to media exposure. For instance, one jurisdiction has presumptive legislation to prompt claim acceptance where another may regularly deny these claims – creates exposure risk for Boards.
    - Jilal will draft an issue document based on these risks and strategies we will take to mitigate them. Pieter will send Jilal a note capturing the risk discussion today for that purpose.
    - Each member will discuss with their management teams to garner approval for our recommendation to proceed with making this available to the public.
    - Live document will be posted if we agree to move forward.

- Talking Stick
  - Each participant had the opportunity to highlight feedback and jurisdictional updates.
- Meeting wrap up – great job by the full team and excellent meeting.

MEETING MINUTES WILL BE BROKEN DOWN AS FOLLOWS:

1. CTC Minutes from their meeting
2. DSAC Minutes from their meeting
3. General committee meeting minutes

1. CTC Meeting Minutes

NEW CTC MEMBER:
Carrie Sonier from NB will join the CTC. She has been coding since 2016.

Action Item:
Contact the AWCBC to request CTC access for Carrie.

CTC TERMS OF REFERENCE UPDATED:
We removed the reference to "Toronto Meeting" and "conference calls." This was changed to "in person or virtual."

Action Item:
Ask the AWCBC to add the CTC ToR to the Members section of their website (NWISP, Coding Technical Subcommittee – Documents).

2021 CODING EXERCISE:
This coding exercise is still in progress with the CTC. Start date - December 1, 2021. Completion date - March 31, 2022. Ten jurisdictions submitted sample cases (60 sample cases were received). All jurisdictions completed the coding exercise. Scores and Answer Key will be distributed by April 29, 2022. Very positive feedback regarding coders from all jurisdictions being able to collaborate during the coding exercise.

2022 CODING EXERCISE:
We will continue to request five sample cases from each jurisdiction.
Request sample cases by: September 30, 2022
Start date: December 1, 2022
Completion date: March 31, 2023
Evaluation report distributed by: April 28, 2023

Dayna Philpott will organize the meeting for the coder contacts.

Action Item:
Samantha Greene is now a voting member of the CTC. Ask if she will complete the coding exercise in her jurisdiction as a coder or help prepare the Answer Key with the CTC.

2021 PSYCHOLOGICAL INJURY CODING EXERCISE:
This coding exercise wasn't graded. Start Date – November 1, 2022. Completion Date – November 30, 2022. It contained six scenarios which were taken from the samples submitted for the national coding exercise. Ten jurisdictions completed this coding exercise with 26 exercises received (coders could submit alone or as a group). Answer Key was sent to jurisdictions on December 17, 2021. Based on errors, the CTC recommended addition to Part of Body Guideline (g) in the Coding Manual (how to code two or more body systems).

2022 PSYCHOLOGICAL INJURY CODING EXERCISE:
Jurisdictions still prefer to complete this coding exercise separate from the national coding exercise, since we are seeing more and more claims for psychological injuries. (At the time we request the sample cases for the 2022 Coding Exercise, we will request jurisdictions also add a psychological injury scenario which may be used for this exercise). As in the past, this coding exercise won't be graded. It is an opportunity to see if jurisdictions are interpreting the new and existing codes in the same way and allows us to update the Coding Manual if we see problem areas. It will again contain six scenarios. Start/Completion Dates: November 1 – 30, 2022.

AOC CODER TRAINING MAINTENANCE:
Coder training tool is up to date. Updates to current content can be made at any time, if required.

ONGOING REVIEW OF RESOLVED ISSUES TO DETERMINE VALIDITY OF DATA:
Sixty-five issues were reviewed by CTC Chair in 2021. Fifteen issues are flagged for CTC review for possible updates.

Action Item:
Create new issue(s) to review the flagged issues and recommend update if necessary. (Some were reviewed at this meeting – see RESOLVED ISSUES REVIEWED AT THIS MEETING)

NEW AOC:
The NWISP Chairs asked us to discuss this topic in our breakout meeting, and then it was discussed when all NWISP Groups were together. The AOC will be updated in the future, and they wanted thoughts on barriers and gaps with current AOC, etc. Some things mentioned that could improve for coding tools: Issue Resolution - Would like the ability to add paragraphs, bold, underline, etc., in issue resolutions, since it is a large block of text right now. Coding Exercise - Not easy to go back and forth between cases while you have the coding exercise open (it was mentioned it is easier from the main page). As you are completing the coding exercise, the "individual or group" message keeps coming up. When you finish the coding exercise, there is no message to say the

answers are there/it is complete. <u>Invalid Code Combination Search</u> - could be streamlined.

CTC CO-CHAIRS ARE PREPARING STEP-BY-STEP PROCEDURES:
The CTC co-chairs are documenting step-by-step procedures for future co-chairs on the following: Issue Management, National Coding Exercise, Psychological Injury Coding Exercise.

Action Item:
As the CTC co-chair procedures are completed, ask the AWCBC to add them to the Members section of their website (NWISP, Coding Technical Subcommittee – Documents).

ISSUE IN PROGRESS DISCUSSED:
We discussed how to code claims for COVID-19 when there is no medical evidence on file (no medical reports and no test results). Those present at this meeting said the claim would remain pending in their jurisdiction until the information is received or may be denied. This issue is also in progress on the AOC. From the jurisdictions who commented there: 1) One codes prior to adjudication and codes the information stated on the file. Then it goes to adjudication where they will wait until medical reporting comes in to determine if the information the worker provided is correct. 2) Another member stated they would not code it as a COVID-19 claim, unless there is a decision on the file by the Adjudicator, then it is coded as accepted/denied based on the decision on file. The medical advisor in the jurisdiction who raised the issue suggested the claim be coded as Unknown and to note the code could change when information becomes available. This issue will remain in progress since not all CTC members had an opportunity to respond/comment. This may end up being something that varies by internal procedures at each jurisdiction.

RESOLVED ISSUES REVIEWED AT THIS MEETING:
Nine resolved issues were discussed at this meeting. For six of these, it was agreed updates are required. CTC action is complete for those issues and an issue will be created for NWISP Committee review and then it will go on to the AWCBC as resolution recommended.

For the three other issues, we discussed changing code titles, etc. In the end, we wondered if there would be inconsistency no matter how we proceed. We thought we may just leave those issues as is; however, I will create an issue to give the CTC members who weren't at the meeting an opportunity to review them, since the question was "how is this working in your jurisdiction?"

Action Item:
CTC action complete for the following issues. Create a new issue for NWISP Committee review:
ON1996094 – Add the information from the 2019 review to that issue.
CO1999004 – Add the codes that had title changes in BC201300.
ON1996046 – Add the POB for rust ring.
ON1996163 – Correct the recommendation for catwalk.
ON1997024 – Update the POB for fainting.

ON1996179 – Add updates for stepping on an object.

Action Item:
Create new issue for CTC review: ON1996057 radius; ON1996060 ulna; ON1996051 Colle's fracture.

TOP 3 FOR CTC
1) National Coding Exercise
2) Psychological Injury Coding Exercise
3) New issues (The CTC worked on 24 new issues in 2021)

CTC WORKPLAN (Processes and Timelines):

1) NATIONAL CODING EXERCISE:
(Sample cases are required by September 30, 2022)
◦ Mid-July: (Diane) Request samples from jurisdictions
◦ Beginning and near the end of September: (Diane) Send reminders
◦ Beginning of October: (Diane) Ask CTC to select possible cases
◦ End of October: (Diane/CTC) Virtual meeting(s) to choose the 12 cases
  ◦ November: (Diane/CTC) Virtual meeting(s) to discuss wording of scenarios and start the Answer Key discussion
(Coding Exercise Start Date December 1, 2022)
◦ January 2023: (Diane/CTC) Virtual meeting(s) if required (continue answer key)
    ◦ Target Date: Beginning of February 2023:
      (Diane) Prepare draft Answer Key and Rationale document for CTC review
    ◦ Target date: End of February 2023:
        (Diane) Enter the Answer Key and Rationale onto the AOC before end date
◦ Beginning of February and mid-March: (Diane) Send reminders regarding end *date*
      (Coding Exercise End Date March 31, 2023)
        ◦ By April 28, 2023: (Diane) Distribute the evaluation reports/scores
    ◦ By early May: (Diane/CTC) Virtual meeting(s) to review errors/make recommendations for Coding Manual

2) PSYCHOLOGICAL INJURY CODING EXERCISE:
    (Sample cases chosen by beginning of October 2022)
      ◦ Beginning of October: (Diane/CTC) Choose psychological scenarios from the samples submitted for the national coding exercise
◦ Beginning/Mid October: (Diane/CTC) Virtual meeting(s) to discuss wording of scenarios and start the Answer Key discussion
      ◦ Mid-October: (Diane) Send to AWCBC for branding.
        (Psychological Injury Coding Exercise Start Date November 1, 2022)
      ◦ November 1, 2022: Start Date
      ◦ In November: (Diane/CTC) Continue working on answer key
      ◦ Near end of November 2022: (Diane) Send reminder to jurisdictions
        (Psychological Injury Coding Exercise End Date November 30, 2022)
      ◦ November 30, 2022: Completion date
      ◦ Beginning of December: (Diane/CTC) Virtual meeting(s) to review errors/make recommendations for Coding Manual
◦ Beginning/Mid December: (Diane) Distribute Answer Key

3) NEW ISSUES
◦ CTC to continue striving for a two-week turnaround for a recommended resolution.

2. Data Submission and Analytics Committee (DSAC) Debrief

KSM Submissions
- Will everybody be able to submit in May this year?
  - Dave (NS) all good
    - Wonders if anybody had issues with new standards

Quarterly Stats?
Is it possible to get some key stats quarterly? Hot topic stats?
- COVID
- Stress/PTSD
- Others

Similar to 'Quick Stats' – already aggregated and privacy concerns removed. Thought is to have a one-quarter lag.
Are there QA or availability issues that would hinder this? Timeliness?
- Manual review/validation
- Lag of data (4 months for BC Board) – large NWISP backlog

Follow-up from prior meeting:
Why is it not realistic to submit quarterly NWISP data?
- Definition of a TL Claim is 3 months maturation – creates 3 months lag.
- If other Boards use different parameters then we could be comparing apples to oranges.
- No *technical* reason why we cannot report quarterly (NT/NU).

Cool Trends / What's New?
New in Alberta
- Started building a finance data mart! Hoping to move into production soon.
  - Accrued claim volume
  - COVID Data
  - Earnings
  - Premiums

New in NT/NU
- Using PowerBI
  - A few Dashboards built out
  - Looking to build more
  - Looking to remove some kinks
  - Working on staff data literacy, and getting staff to care about their data inputs.

New in NS
- Working to redesign part of database to make it more consumable by COGNOS
- Learning PowerBI as a team

Go-to Reporting Tools
Alberta – PowerBI / Python
NL - Cognos
NS - Cognos/SQL hybrid
BC – PowerBI / Python
NT/NU – PowerBI

AOC Upgrade (Jilal/Tanya)
New Industry/Occupation Standards (NAICS 2022/NOC 2021)
- System updated recently
- Should we update the system again for the new standards?
- Most (or all) jurisdictions are using older versions
- The longer we wait, the harder it is to get concordance with Statcan (risk)

Is it possible to perform concordance prior to uploading to AOC?
Is it possible to code directly into AOC concurrently with coding in jurisdictional systems?
Is it possible to have system integration?
If we update the standards at each WCB, will that require system changes?

3. General Committee Minutes:

Subcommittee Report Outs

Both CTC (Diane and Veronica) and DSAC (Ian/Sarah) offered a summary of their meetings and there were no action items for the broader committee to undertake as a result of those debriefs.

Five Year Plan

Tanya reviewed the 5 year plan and we are up to date with the commitments we have made through that plan which can be found within our committee room on the AWCBC website.

Tanya facilitated a group discussion on:

- What's next 5 years look like? The group began discussion toward identifying general direction for NWISP. Topics to consider when we meet in 2023 to discuss our next five year plan included
    - Can we explore how to capture information on hybrid work environments to understand if new injury trends are occurring.
    - Psychological barriers. Secondary injury or barriers to recovery and return to work may require a more consistent national approach to coding practices. Some jurisdictions code for this already but not all.

- Homogeneity of coding practice - do we start to move toward consistent coding practices across country?
- National definition of 'long covid' which we don't have a definition of
- Do we have the right platform to be able to pivot quickly if something significant and unanticipated happens? COVID was a good example of that, and we adapted well by adopting new COVID coding nationally. We did that quickly, but do we have the infrastructure to respond to future unanticipated events - Remote work for instance and new injury MOIs that help us understand it better including acceptability, etc. Another example may be the Gig economy and how we're coding for that.
- How do we manage data on a broader level - are we still NWISP in the future or do we expand our scope for other kinds of data gathering and submission?
- Are we structured right for the future? Data is the new gold so are we set up well for that?
- Can we collect real time data on more items other than COVID?
- This discussion will continue – we can facilitate that on line or at our next meeting as we gain more perspective on how to align to the new AWCBC Strat plan priorities which will be discussed later in 2022.
  o AOC feedback – a discussion on pros/cons of our current AOC to help us understand requirements for a new system
    - AOC meets the requirements we have today - captures submissions well and reports well through the UI
    - Data check process is really good and relied on heavily - need that to continue
    - KSM it's difficult to see what's underneath the information so more transparency there may be helpful
    - Coding manual on AOC is so much better as it's live and fast so works very well
    - Find an easier way to read very long descriptors that can be confusing
    - More intuitive, modern features like spellcheck
    - Coding exercise is relatively smooth
    - AOC has a flexible platform that allows all jurisdictions to connect with it in a relatively straightforward way – please keep that flexibility
    - Invalid code combination format - difficult table to review
    - Error report a day later is frustrating – perhaps we can create a live update mechanism

2022 Workplan

Pieter will draft and circulate to NWISP in time for Kurt to submit the workplan to the executive committee

Talking Stick

An opportunity for each jurisdiction to highlight events and changes within their jurisdictions or to comment on the state of NWISP. Each member offered excellent perspective to help all of us understand our environments better.

Meeting Conclusion

Kurt, Cheryl, Tanya and Pieter closed the meeting and thanked attendees for taking the time not only to participate in the meetings but for all the excellent work they do and great results they achieve.

Meeting adjourned.